GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:3621
ANSWERED ON:07.12.2016
Disposal of Suggestions/Complaints
Pandey Shri Ravindra Kumar

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether Grievances Cells have been set up in various Ministries to dispose of suggestions and complaints;

(b) if so, whether the Government has conducted/proposes to conduct review of disposed of cases/complaints received in various offices particularly Prime Minister''s office during the last three years and the current year; and

(c) the details of disposed of and pending cases out of the complaints received from very important persons and other applicants in the Grievance Cells set up in PMO during the above period?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a): Yes, Madam. Guidelines have been issued to all the Ministries/Departments to set up an internal grievance redress machinery and nominate a Director of Public Grievances for ensuring proper action on grievances. The names of Director of Public Grievances are available on http://www.pgportal.gov.in.

(b): Regular review meetings are held in the Department of Administrative Reforms and Public Grievances for monitoring pendency of grievances including grievances received in Centralized Public Grievance Redress and Monitoring System(CPGRAMS) through Prime Minister's Office (PMO). During the meetings, some of the disposed of cases are also reviewed on sample basis. Further, a Grievance Analysis Study has been conducted in respect of top 20 Ministries/Departments/Organizations receiving maximum number of grievances for identifying the root cause of major grievances and systemic reforms necessary to address them. The reports, based on review of grievances which have been disposed of or pending, have been duly circulated to the concerned Ministries/Departments.

(c): The Grievance Redress Mechanism of the PMO was integrated with the online CPGRAMS in January, 2015. As per data available in CPGRAMS relating to grievances lodged in PMO, the following number of grievances from very important persons and other applicants have been received and disposed:-
2015
Total Receipts : 725112 Disposal : 558247
2016 (As on 30.11.2016)
Total Receipts : 889512 Disposal : 605821

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